Job Title:	Operations Manager
Department:	Dean of Arts Office
Reports To:	Executive Officer
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	January 2018

Primary Purpose

The Operations Manager position is responsible for facilities management, data analysis and reporting, and business process improvement as it relates to operations of the Faculty of Arts. The purpose of this role is to manage facilities in support of the academic mission, including space allocation and utilization, emergency response and evacuations, facility security, personal safety issues, as well as short-term and long-range planning. In addition, this role will function as a data analyst responsible for analyzing and communicating data in support of the Faculty of Arts' planning, decision-making, and reporting on a wide range of activities at the Faculty and department levels. This role works in close communication and collaboration with Institutional Analysis & Planning, the Office of Research, and other key stakeholders. This role will also be responsible for reviewing and documenting business processes to enhance operational efficiency using knowledge of current trends and operational activities within the Faculty.

Key Accountabilities

Ensuring optimal use of physical infrastructure
- Manage new infrastructure projects, including building design and coordination of function to optimize total resources within the Faculty;
- Liaise with other academic and support units with regard to space usage optimization, space sharing opportunities and collaboration with other Faculties and/or Universities on joint projects;
- Review and advise on requests for new space or repurposing existing space.

Facility security, emergency preparedness, health and safety reporting
- Recruit staff members to serve as building co-ordinators, fire wardens and first aiders; ensure continued training and communication regarding staff duties; maintain the Faculty's Fire Plan;
- Member of the Health, Safety and Environment Management System; prepare reports on health, safety and environment for the UW Safety Office;
- Work collaboratively with the Safety Office, UW Police, Plant Operations, and units to enhance security and safety in the Arts working environment; develop action plan(s) for emergency situations; ensure that training and communication are provided as required;
- Manage keying systems and distribution; maintain the Faculty's key control database; regularly review and recommend changes to the keying structure for enhanced security;
- Examine measures for improvement of building security, including the installation of security systems as appropriate;
- Monitor break-ins and thefts; with UW Police, implement correctives and prevention plans as required;
- Manage requirements for accessibility and safety in the work environment from the Safety Office;
- Promote energy conservation and the greening of buildings

Analysis and Communication:

- Provide comprehensive, accurate, and detailed data analytics in support of Faculty planning and strategic initiatives, evaluation, and budgeting processes;
- Identify data sources and develop data definitions, working closely as required with Institutional Analysis & Planning (IAP), with peers in other Faculties, the Research Office, and others;
- Perform comprehensive analysis of Arts' graduate and undergraduate program metrics, including application, admission, retention, program changes, graduation data in consultation with relevant Faculty and university personnel;
- Analyse Arts' student demographic data and quantitative and qualitative data pertinent to Faculty and departmental planning;
- Support the work of Faculty committees in defining appropriate performance metrics, sourcing and/or providing data to support decision-making;
- Gather/interpret a comprehensive array of metrics about the Faculty's research performance in consultation with the Arts and University research offices, and with IAP as required.
- Enable continual and effective use of data throughout the Faculty through careful, clear, and readily understood reports prepared for a variety of audiences and users, by means of various reporting formats and web technologies;
- Provide timely and efficient reporting as required for various audiences (including website).

Review processes and develop performance metrics to increase operational effectiveness
- Provide leadership in reviewing current processes to improve operations;
- Ensure effective change management through communication, consultation, expectation management, training and development;
- Identify opportunities to improve transparency and reduce duplication and errors and to ensure consistency in data across the Faculty and with university systems where applicable;
- Maintain appropriate institutional connections and communications to ensure that Arts' business systems are in sync with institutional developments and requirements.

Required Qualifications
If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education
- Bachelors degree in Business Administration or a related field
- A combination of equivalent experience and education will be considered

Experience
- Operations related experience in an academic environment, including demonstrated experience with facilities management
- Experience with data analysis including data management, manipulation and interpretation with demonstrated experience working with large and complex data sets
- Experience with departmental and/or enterprise level business process improvement initiatives is an asset

Knowledge/Skills/Abilities
- Excellent computer skills working with - SharePoint, Excel, Access
- Maintain confidentiality, ability to prioritize and organize, be flexible and adhere to deadlines
- Working knowledge of a variety of reporting and data visualization tools, such as Tableau
- Excellent communication and diplomacy skills: ability to converse articulately and diplomatically with university administrators and other campus stakeholders
- Ability to work independently and as part of a team; ability to take initiative and be proactive
- Proficient level of knowledge of project management skills

Nature and Scope

- **Contacts:** *Internally:* communicates with the Faculty of Arts' senior management team (Dean, Associate Deans, Chairs and Directors, senior staff) and members of university offices (notably Institutional Analysis & Planning and the Research Office) to obtain action, reach agreement and negotiate; communicates with all members of the Faculty of Arts (students, faculty, staff, and administrators) to present, discuss information and problems, and to deal with, influence or motivate groups of people. *Externally:* communicates with senior colleagues at other academic and professional institutions to exchange or provide information, to obtain, clarify and discuss information and to obtain action, reach agreement and negotiate.
- **Level of Responsibility:** The position is responsible and accountable for the overall results of the service area
- **Decision-Making Authority:** Responsible for establishing and managing the processes by which the Faculty of Arts gathers and utilizes data for decision-making, in consultation with IAP, the Research Office, and other stakeholders in the management and use of institutional data. Independently sources and analyzes Arts-related and external data sets. Prepares reports for various internal and external uses. Makes decisions and recommendations to the Dean and senior Arts administrators on appropriate data sources, definitions and interpretations for strategic and formal reporting uses. Develops and implements information systems in the Faculty to improve operational efficiency. Requires a well-developed ability to understand, maintain, and address data quality. Responsible and accountable for establishing the priorities for projects as assigned and addressing the changes requested by consulting with members of IAP, or relevant working groups as appropriate
- **Physical and Sensory Demands**: Minimal exposure to disagreeable conditions typical of an office position exposed to stress and pressure associated with those responsibilities
- **Working Environment:** Office based with minimal exposure to disagreeable conditions.